

OCT 16 2012

FCC Mail Room

10/9/12

Dear Mr. Julius Genachowski,

My name is Michael Samson, 53 yrs. of age, in a For profit private prison, from Hawaii, born & raised, working on my 33rd consecutive yr. of a 35 yr. minimum term set by the Parole Board of a Life w/sentence. I was shipped off of Hawaii to a For profit private prison (Bobby Ross Group) on Dec. 1995 & since Nov 1998 have been under CCA. There was 300 of us shipped out on Dec. 1995 & over the yrs. there are about 1500 to 1800 (not sure the correct number) now shipped out of state.

First of all this whole situation of high cost of prison phone calls is my fault mainly because I had put myself here yrs. ago. I'm sure the FCC knows how these high prices are affecting our communication w/ anyone outside. I have no sad stories as I'm sure you are aware of what these high phone costs are causing.

Simply, prices are too HIGH (25¢ a minute "if" I pay). Can you do something about it. I'm not sure that you'll get alot of letters out of these places as money is tight which leaves not much for stamps & envelopes. And, alot simply don't care to write you thinking it won't help to do so. We don't like asking family & friends to contact you due to we put ourselves back here. Most of us in here simply just don't care. So I won't be surprise if not many write out of these places.

Thank you very much for all your help.

Respectfully,

Michael Samson
 A0107199 * HA64
 1250 E. ARICA RD
 EL09 AZ 855131

Received & Inspected

This is a public comment for the Wright Petition
(CC Docket #96-128)

OCT 16 2012

FCC Mail Room

Robert Dallis Payne #101123
Unit #6 A-105 / RMSI
7475 Cockrill Bend Blvd.
Nashville, TN.
37209-1048

Monday, October 08, 2012

Chairman Julius Genachowski
Federal Communications Commission
Public Comments
445 12th Street, SW
Washington, DC. 20554

Dear Chairman Genachowski;

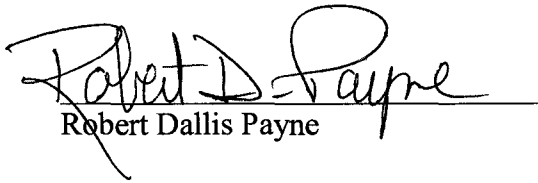
My name is Robert Dallis Payne and I'm currently serving time at the above address. I have been locked up since March 1, 1982. I was given a flyer about the up coming bill on prison phones and the high cost. This is my experience with Global Tel Link here in Tennessee.

- 1.) Some times when you call, the phone will cut off and then you have to re-dial and then you and your family are charged for another call. This may happen several times during the day. The prison here has looked into it and stated that it is Global Tel's system that is doing this not the prison.
- 2.) When an inmate calls from his own account, the recording states that local calls are just .81 cents but they are taken .89 out of our account. We reported this to the prison administer and was informed that Global Tel Link told them that this was taxes for using their system.
- 3.) When your family puts money on using the Credit Card, Global Tel Link will charge them \$5.00 for every \$25.00 they put on.
- 4.) When I make a call from my prison account the calls are .89 for local calls, but when my people use the credit card and I call that way, they are being charged .99 cents. This is on top of them taken the \$5.00 for putting money on the account.

My lady has Dementia and MS. I call at least four times a day. Sometimes I call five times depending on how she is doing. This is costing us between \$90 to \$110 per month for just a local call. I would hate to see what it would cost us if I was on the other side of the state and having to make a long distance call to check on my family.

I hope that you or someone can somehow get control of this situation. I feel that the company is taking advantage of our family due to the situation that we are in. Thank you for your time and consideration in this important matter to us.

Kindly,


Robert Dallis Payne

Cc: File

Received & Inspected

OCT 16 2012

FCC Mail Room

CORTEZ DAVIS-EL #237818
THUMB CORRECTIONAL FACILITY
3225 JOHN CONLEY DRIVE
LAPEER, MICHIGAN 48446

JULY 11, 2012

CHAIRMAN JULIUS GENACHOWSKI
FEDERAL COMMUNICATIONS COMMISSION
PUBLIC COMMENTS
445 12TH STREET, SW
WASHINGTON, DC 20554

RE: " THIS IS A PUBLIC COMMENT FOR THE WRIGHT PETITION (CC DOCKET #96-128)."

DEAR CHAIRMAN GENACHOWSKI:

I WAS TORN FROM MY FAMILY AND FRIENDS DUE TO INCARCERATION SINCE I WAS 16 YEARS OLD, THAT WAS 18 YEARS AGO. THE MAJORITY OF THE PEOPLE THAT I STILL COMMUNICATE WITH WAS STRUCK HARD BY THE DECLINING ECONOMY AND TELEPHONE CALLS ARE FOR THE MOST PART OUR ONLY LINE OF COMMUNICATION OUTSIDE OF LETTERS. MY GRANDMOTHER IS IN HER 80'S AND SUFFER FROM MANY ILLNESSES THAT PREVENTS HER FROM WRITING. SHE DOES NOT GET AROUND THAT EASY, SO VISITS ARE RARE. OUR ONLY TRUE SOURCE OF COMMUNICATION IS THROUGH PHONE CALLS. HOWEVER THIS IS BECOMING A BURDEN BECAUSE THE COST OF A 15 MINUTE CALL IS TOO HIGH AND THIS IS PROMOTING THE SEPARATION OF FAMILY THAT PRISONS HAS STARTED.

I HAVE TWO SONS THAT HAS TO GROW UP WITHOUT THEIR FATHER IN THE HOME AND PHONE CALLS ARE OUR WAY OF BEING AND STAYING CONNECTED, BUT THE COST IS TAKING ITS TOLL ON THAT BECAUSE WE CAN'T AFFORD THE PRICE. IN ORDER FOR ME TO TALK TO MY CHILDREN ON A REGULAR BASIS, MY FAMILY HAS TO GO WITHOUT SOME OF THE THINGS THAT THEY NEED AND ENJOY. I CAN GO ON FOREVER ABOUT THE HIGH COST OF PHONE CALLS AND THE AFFECT THAT IT HAS ON MY FAMILY AND FRIENDS, BUT I KNOW THAT YOU ARE A VERY BUSY PERSON THAT RECEIVE LETTERS ALL DAY EVERY DAY. SO I WILL NOT CONTINUE WITH MY PERSONAL STORIES. HOWEVER, ON BEHALF OF MY FAMILY AND FRIENDS I APPEAL TO YOUR HUMAN DECENCY AND ASK THAT YOU DO ALL THAT YOU CAN TO LOWER THE COST OF FAMILIES COMMUNICATING WITH THEIR LOVED ONES THAT ARE INCARCERATED. A STRONG SUPPORT SYSTEM FOR INCARCERATED PEOPLE GOES A LONG WAY TO HELP THEM BECOME BETTER CITIZENS UPON THEIR RELEASE AND PHONE CALLS ARE A VERY IMPORTANT PART OF THAT SUPPORT SYSTEM. PLEASE HELP MAKE IT AFFORDABLE.

THANK YOU IN ADVANCE FOR YOUR TIME AND HELP WITH THIS MATTER.

SINCERELY,

CORTEZ DAVIS-EL

Received & Inspected

OCT 16 2012

FCC Mail Room

Kevin J Barrett
Inst.# DY-6599
P.O. Box 244
Graterford, PA.
19426-0244

FCC
445 12th Street SW
Washington, DC. 20554

Oct. 10, 2012

Dear Sir/Madam:

This letter is to advise your Agency about "Acts of Extortion" being perpetrated by phone service provider, Global Tel Link, and the Pennsylvania Department of Corrections. As you can tell by the address on the envelope that this letter was sent in I am a resident of the Pa. Dept. of Corrections, which I hope has no bearing on your review and consideration of my complaint outlined herein.

My complaint is that phone service provider, Global Tel Link, and the Pa. Dept. of Corrections are "Extorting" my family members, and friends, by placing what they describe as "Collect Call High Usage Blocks" on my family and friend's phones making it impossible for me to call them collect. I may call a specific number once or twice a month collect and don't understand how this can be considered "collect call high usage" warranting a block. They are doing this to all inmates who make collect calls. They are telling my family and friends that they have to set up a "Advance Pay Account" with Global Tel Link in order for them to receive a collect call from me, in other words they have to pay before they will remove the "phone block". I have been making collect calls to my family and friends for more than ten (10) years and have never had a problem, everyone I call has paid their bills. Now, Global Tel Link, and the Pa. Dept. of Corrections, have begun "EXTORTING" my family and friends.

When my family called their phone company they were told that they did not place a block on their phone, and in fact told them they were in good standing with the phone company, and even offered them a discount on long distance service. When they (family) called Global Tel Link, they were told that they (GTL) did not place a block on their phone, but they could set up a "Advance Pay Account", by giving them a debit card or credit card number, and then they would be able to receive collect calls from me. If Global Tel Link, or my family's phone company, didn't place a block on the phone, who did?

One specific instance of how Global Tel Link tried to "Extort" money from a family member is this. My Aunt in West Virginia, who I call about once a month, (is this "Collect Call High Usage") received a call from a representative of Global Tel Link asking for a Debit Card or Credit Card number so that they could set her up with an "Advance Pay Account", needless to say,

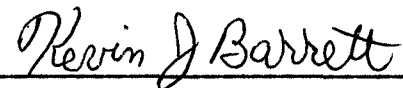
my Aunt refused to give them a debit or credit card number, several weeks later when I tried calling her my call would not go through. A message came on the phone saying that "we had exceeded our account balance". I don't know how we could have exceeded our account balance when we did not have their so-called Advance Pay Account.

The actions of Global Tel Link, and the Pa. Dept. of Corrections, amount to "Extortion", "Racketeering", and "Monopoly", which I ask your Agency to look into and take the appropriate action against. Keep in mind that this is not an isolated incident, as it is happening to all inmates who make collect calls. Should your agency need any further information please feel free to contact me at the address listed at the top of this letter.

I have attached herewith a memo, from Global Tel Link, that is posted inside the institution where I am housed, and a telephone discrepancy/request form that I filed with the institution, and their response, which shows the actions of Global Tel Link and the PA. Dept. of Corrections.

I wish to thank you for looking into this matter and I hope that your agency will take the necessary actions to stop this illegal activity. Should your agency not be the correct one to handle this matter I would ask that you advise me of what agency I may contact concerning this issue.

Respectfully,

A handwritten signature in cursive script that reads "Kevin J Barrett". The signature is written in dark ink and is positioned above a horizontal line.

Kevin J Barrett



NOTICE

Enhanced Service for Family and Friends for Inmate Telephone Calling

integrity

innovation

responsiveness

accountability

During the week of July 26th, 2012, families and friends who receive phone calls from inmates in any Pennsylvania Department of Corrections facility will be **automatically** converted from their GTL Direct Billed accounts to a Global Tel-Link AdvancePay Account. Families' and friends' new GTL AdvancePay account will be identified by a **new number**, which will be **their ten digit phone number**. GTL is pleased to provide this enhanced service to the Pennsylvania Department of Corrections customers.

Changes associated with this conversion are as follows:

AdvancePay will be at **lower rates** than traditional collect calling. Mailed monthly statements will be eliminated. AdvancePay accounts can be managed and money can be deposited into an account in several ways.

Payments to an AdvancePay account can be made by:

- Using a MasterCard or Visa branded credit or debit card online at www.offenderconnect.com
- Calling GTL's automated number 1-800 483-8314
- Mailing a check or money order payable to Global Tel-Link at PO BOX 911722, Denver, CO 80291-1722

Regardless of the method:

Families and friends can manage phone numbers on their GTL AdvancePay Account, make payments, view balances online at the offenderconnect website and more!

Toll Free Number: 1-888-385-9366 • Fax Number: 251-473-2802

Hours of operation:

Monday-Friday, 8am to Midnight, EST
Saturday and Sunday, 9am to 8pm, EST

Mailing Address:

AdvancePay Service Dept.
Department 9111722
Denver, Colorado 80291-172

Website: www.offenderconnect.com

Pallott, Sylvia

From: Roberts, Donna (GRA)

Sent: Friday, September 21, 2012 11:39 AM

To: CR-CHS Counselors; CR-CHS Unit Managers; CR-CHS; CR-GRA

Good Morning:

If you have inmates complaining about collect calls not going through please have the inmate let their families and friends know that they will have to contact GTL at 1-888-385-9366 in regarding to the latest billing change. This could explain why the complaints are rising with collect calls not going through. (The complaints are that the calls are being disconnected as soon as the person answers the phone).

Apparently Global Tel Link has been advising users that their numbers are permanently blocked from receiving collect calls. There is a new procedure called Collect Call High Usage Block and each person receiving collect calls needs to call them to unblock their phone number and adjust their payment plan.

If this doesn't rectify the problem please have them fill out a discrepancy form.

Thank you!

[REDACTED]
[REDACTED] Inc
[REDACTED] 25
[REDACTED]

"Providing over 25 years of legendary service"

Blacked Out Info

Donna Lee Roberts | Site Administrator
Inmate Phones | Shawn Tech Communications Inc
SCI Chester 610.875.3571 | SCI Graterford 610.489.0125
C-donobert@pa.ici | www.shawntech.com

A-BLOCK TELEPHONE DISCREPANCY/ REQUEST FORM

Date: 9-30-12

To: Institutional Telephone Coordinator

From: Kevin J. Barrett DY-6599 A-B-2053
Name DC# Cell Location

PIN #: 675598

RE: Telephone Trouble

Please give a brief but detailed explanation about your telephone/pin problem. If you are having a problem with a specific telephone # ^{called} number(s), be sure to list them. 304-384-9455

On 9-29-12 I called a family member in West Virginia and had NO
Problems with my call going through. On 9-30-12 I tried calling
this same family member again and my call would not go through.
Phone rings & when answered a recording says "you have a
collect call from", a pause and then "you have a collect call
from". The recording does not say you have a collect call from
Kevin Barrett. After the second "you have a collect call from"
the recording says your call has not been accepted. I know my
call would be accepted if not for this GTL phone company and
the games they are playing. I ask that the block that the
institution, or GTL, has placed on this # be removed. I will not have my
Telephone Coordinator's Response family set up a Pay Pal or pre paid account.

See attached

Inmate's Signature Kevin J Barrett

Unit Manager Halloran

INMATES:

*REGARDING THIS COLLECT CALL
PROBLEM YOUR FAMILY AND FRIENDS
NEED TO CALL GLOBAL TEL LINK (1-
888-385-9366) REGARDING THE
LATEST BILLING CHANGE. GLOBAL
TEL LINK WILL BE ABLE TO EXPLAIN
TO THEM THE PROBLEM AND
HOPEFULLY THIS WILL RESOLVE THIS
ISSUE.*

*THANK YOU
PHONE ROOM*

*Received 10-6-12
(Response to Telephone
Discrepancy/Request Form)*

OCT 16 2012

FCC Mail Room

TO Chairman Julius Genachowski,

this is a public comment for the Wright
Petition.

Sir I have been incarcerated for 8 years now,
and have been forced to pay OUTRAGEOUS costs to
talk to my family and loved ones. My family has
had to set up Pre Pay Accounts with Telephone
Companies and this is totally Unacceptable. Global
Tel Link is EXTORTING INMATES + FAMILIES. They
Charge Crazy Prices and then to top it off they
give Pennsylvania Dept of Corrections a 44.4%
Kick Back totalling some 7 Million dollars per
year. Yes 7 Million!

Other States pay \$160 per 15 minute call any
where in the Nation. Our Average Costs are \$500 per
Call.

This Needs to Change!!! Prison Pay Rates don't
cover calls and survival, its one or the other.

I ask that you do what you can to help
inmates and families stay connected without
going into foreclosure.

Thank you

Respectfully

Robert Pollitt

GE-5735

SCI-GREENE

PENNSYLVANIA

October 10, 2012

Received & Inspected

OCT 16 2012

FCC Mail Room

Alexandra Lilley EF0344
175 Progress Drive
Waynesburg PA 15370

Dear: Chairman Julius Genachowski

My letter is about the exorbitant prices we pay for the telephone we use at SCI Greene County State Prison.

These phone calls cost approximately \$5.75 from Green County to Philadelphia I can't call but once per month. If I only get GIP \$15.84 for the month, a \$10.00 phone card is actually \$10.60 for taxes. For the first minute I'm charged over \$2.00 for the first minute and \$.15 each additional minute.

When inmates were shipped from Greene County State Prison to Michigan Prison, Muskegon State Prison the inmates were paying \$1.80 for (1) 15 fifteen minute call.

Can you please help Penn State Prisoners concerning the phone calls which are

expensive. And we can not afford.

Furthermore, Why are the Prisoners charged a tax when we purchase the phone time taxed again when we use the first minute 2.35 and what can you try to do to eliminate this phone system?

We need a service to help us call our families often as we can for a price we can afford.

The same price as Michigan Michigan State Prison was \$1.80 for fifteen minutes.

Sincerely,
Orally